

TOPICAL CROSS-REFERENCE GUIDE TO COMMUNITY LINKS WORKFORCE PROJECTS (1999-2002)¹

Direct Care Worker Recruitment	Direct Care Worker Recognition and Support	Training	Planning/ Research	New Services or Operational Changes	Initiatives Directed at Volunteers or Family Caregivers
<p>I. Targeted specific groups as direct care workers</p> <ul style="list-style-type: none"> CNA tech grads not employed as caregivers (19) Youth (2, 10, 17, 22, 23, 24, 42) Spanish speaking population (19, 35) Young mothers (24) Battered women (37) Retired/older people (19, 22, 34, 37) Former welfare recipients (7, 13, 32) Persons with mental illness or developmental disabilities (7, 12, 44) Persons in supported employment (17, 26, 29, 44) <p>II. Initiatives to attract more workers</p> <ul style="list-style-type: none"> Promotions/marketing /community outreach (4, 6, 7, 10, 11, 15, 17, 19, 23, 24, 25, 30, 32, 35, 41, 42, 43, 45, 46) Direct advertising for positions (5, 6, 32) 	<p>I. Employee assistance /information programs</p> <ul style="list-style-type: none"> Childcare information (19) Childcare financial assistance during training (7, 24) Transportation coordination/information (7, 19) Emergency financial assistance (14, 18, 39) Information about Badger Care (30) <p>II. Financial or equivalent recognition</p> <ul style="list-style-type: none"> Raised wages (20, 23, 47) Raised wages after completion of CNA course (26) Bonus or gift certificates for longevity, challenging clients, working assigned schedule, working in remote areas, filling in for other staff or in emergencies, working weekends or holidays, completion of training (1, 4, 6, 13, 14, 18, 20, 21, 22, 23, 27, 30, 36, 39, 42, 43, 46) Profit sharing (14, 47) Introduction of paid personal day (20, 47) 	<p>I. Financial assistance with PCW/CNA training (2, 5, 6, 7, 13, 15, 17, 20, 21, 22, 23, 24, 26, 30, 32, 42, 43, 47)</p> <p>II. Mentor program (2, 6, 7, 13, 18, 19, 20, 42)</p> <p>III. Other staff training initiatives</p> <ul style="list-style-type: none"> Training for universal worker program (17) Training in COP's RESPECT values (14, 20) Hired retired nurses to train direct care workers (and family members and volunteers) (8) Personal care training for adult family home (11) Dementia training (14) Nurturing training (27) 	<p>I. Direct care worker survey (19, 20, 26, 39, 46)</p> <p>II. Study of the feasibility of developing a worker-owned coop (20)</p> <p>III. Study of the feasibility of offering worker benefits (25)</p> <p>IV. Hired staff to research successful retention strategies (25)</p> <p>V. Research of a workforce development center for W-2 participants (32)</p> <p>VI. Multiple agency quality improvement study initiative (26)</p>	<p>I. Hired a nurse as an instructor and/or a resource for care managers and direct care workers (6, 9, 11, 15, 16, 18, 20, 38, 41)</p> <p>II. Development of an "Ask a Nurse" phone program for paid and informal caregivers (39)</p> <p>III. Collaboration between providers</p> <ul style="list-style-type: none"> Formation of a direct care registry (7, 24, 25, 31) Pooled workers/collaborated in recruitment/training (7, 11, 25, 30, 35, 36, 42) <p>IV. Development of a county personal care agency or "employment vendors" (20, 25, 27, 38, 39, 41, 43)</p> <p>V. Formation of a worker-owned cooperative (47)</p> <p>VI. Improvements to the matching of program participants and workers (14)</p> <p>VII. Introduction of Technology</p> <ul style="list-style-type: none"> Cell phones for direct care workers (1, 39) Answering machines for direct care workers (14) Scheduling and record keeping technology (3) 	<p>I. Public awareness/ community outreach campaigns</p> <ul style="list-style-type: none"> "Gatekeeper" Program (15, 29) Other (8, 34) <p>II. Targeted specific groups as volunteers</p> <ul style="list-style-type: none"> Current COP and Waiver participants (9, 12) Youth (3, 8, 9, 10, 17, 22, 34, 41) Older/retired people (8, 11, 12, 22, 31, 34, 37) Persons with physical disability (12) Community service program participants (26) Retired nurses (9, 37, 41) <p>III. Volunteer program expansion or improvement (3, 8, 11, 15, 17, 29, 41)</p>

¹ Parenthetical references indicate the county that initiated the project. The county list follows this chart.

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<ul style="list-style-type: none"> • “Finder’s” bonus to current workers for recruiting new staff (4, 22, 23, 30, 43) • “Sign-on” bonus to new workers (22) • Collaboration between providers and other organizations (7, 11, 19, 23) • Recruited new adult family homes and/or respite care homes (22, 33, 41, 45, 46) 	<ul style="list-style-type: none"> • Introduction of health insurance (27) • Introduction of worker compensation insurance (32) <p>III. Non-Financial Recognition</p> <ul style="list-style-type: none"> • Public image marketing (4, 7, 19, 24, 25, 33, 46) • Gift items (4, 22, 24) • Recognition event (1, 4, 13, 14, 17, 18, 20, 22, 24, 30, 42, 45, 46) • Thank you notes in paycheck (19) • Articles in local paper (13, 17, 20, 24, 42) • Newsletter (20, 39, 46) • Graduation ceremony (7) <p>IV. Miscellaneous</p> <ul style="list-style-type: none"> • Formation of a peer group or caregivers’ association (20, 24, 25, 32, 35) • Use of worker advocate (19) 	<ul style="list-style-type: none"> • Other direct care training (24, 32, 35, 42, 46) • Supervisory skills training (25) • Training for employers in direct care worker team involvement and career ladder development (35) <p>IV. Expansion or improvement of training material (5, 6, 11, 14, 23, 32, 39, 40)</p>	<p>VII. Study of “universal worker” concept (17, 42)</p> <p>VIII. Survey of persons with mental illness to gauge interest in a drop-in center (40)</p> <p>IX. Research of techniques and training for lifting and transferring (11)</p> <p>X. Development of a CBRF quality assessment tool (32)</p>	<ul style="list-style-type: none"> • Electronic monitoring equipment and staff for long-distance monitoring of program participants (7) • Technology to assist program participants in taking medicine (11) <p>VIII. Introduction of New Service</p> <ul style="list-style-type: none"> • Resources, training, and/or respite for family caregivers (7, 15) • Started an adult day respite program for persons with dementia (11, 19) • Development of an emergency residential respite site (28) • Hired and trained respite workers for families caring for an individual with dementia (7) • Development of a drop-in center for mentally ill (40) • Development of a resource center (18, 47) • Development of care management assistant positions to assist program participants in the community (36) • Hired a workforce coordinator (17, 19, 31) 	<p>IV. Volunteer driving or activity expansion or improvement (21, 37)</p> <p>V. Volunteer training (9, 14, 29)</p> <p>VI. Volunteer recognition event (9)</p> <p>VII. Resources, training or respite to support family caregivers (7, 15, 41)</p> <p>VIII. Hired volunteer coordinator (12, 13, 34)</p>

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(Note: Use this key to locate the county that had a workforce project on a particular topic. Read more details on the county project by going to that section in the report.)

Community Links Program Counties	County Number	Community Links Program Counties	County Number
Adams County Department of Health and Social Services	1	Portage County Health and Human Services Department	33
Ashland County Human Services Department	2	Price County Human Services Department	34
Barron County Department of Human Services	3	Racine County Human Services Department	35
Bayfield County Department of Human Services	4	Richland County Department Human Services	36
Columbia County Department of and Human Services	5	Rock County Human Services Department	37
Crawford County Human Services Department	6	Sauk County Department of Human Services	38
Dane County Department of Human Services	7	Shawano County Department of Social Services	39
Dodge County Human Services and Health Department	8	Sheboygan County Health and Human Services Department	40
Door County Department of Social Services	9	St. Croix County Health and Human Services Department	41
Douglas County Department of Human Services	10	Trempealeau County Department of Social Services	42
Dunn County Department of Human Services	11	Vilas County Department of Social Services	43
Eau Claire County Department of Human Services	12	Walworth County Department of Health and Human Services	44
Grant County Department of Social Services	13	Washington County Comprehensive Community Services Agency	45
Grant/Iowa Unified Community Services	14	Waupaca County Department of Health and Human Services	46
Green County Department of Human Services	15	Waushara County Human Services Department	47
Green Lake County Department of Health and Human Services	16		
Jackson County Department of Health and Human Services	17		
Juneau County Department Human Services	18		
Kenosha County Department of Human Services – Division of Aging	19		
Kewaunee County Community Programs	20		
Lafayette County Human Services	21		
Langlade County Department of Social Services	22		
Lincoln County Department of Social Services	23		
Manitowoc County Human Services Department	24		
Marathon County Department of Social Services	25		
Marinette County Health and Human Services Department	26		
Milwaukee County Department on Aging	27		
Milwaukee County Adult Service Division	28		
Monroe County Department Human Services	29		
Oneida County Department of Social Services	30		
Outagamie County Department of Health and Human Services	31		
Ozaukee County Department of Community Programs	32		